

CITY OF HAYWARD  
Development Services Department  
Summary of Customer Survey Card Responses

FY13	Based on 222 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	97%	3%	
Courtesy of Receptionist	98%	2%	
Courtesy of Professional Staff	98%	2%	
Knowledge of Professional Staff	98%	2%	
	YES	NO	
Were you initially assisted within 15 minutes?	97%	3%	
Did you get adequate information and were all your questions answered?	96%	4%	
	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	68%	21%	11%
	Total		
Who assisted you?			
Building Division	127		
Planning Division	75		
Fire Department	25		
Community Preservation	4		
Rental Housing	3		
Other	0		
	Total		
Number of Visitors to the Permit Center			
Building Division	5087		
Planning Division	2305		
Building & Planning Divisions	247		
Development Engineering	170		
Encroachment	76		
Fire Department	1019		
General Inquiries	584		
Total Number of Visitors	9488		
% of customers who completed a survey card	2.34%		

FY12	Based on 197 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	92%	8%	
Courtesy of Receptionist	96%	4%	
Courtesy of Professional Staff	96%	4%	
Knowledge of Professional Staff	96%	4%	
	YES	NO	
Were you initially assisted within 15 minutes?	95%	5%	
Did you get adequate information and were all your questions answered?	93%	7%	
	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	55%	29%	16%
	Total		
Who assisted you?			
Building Division	114		
Planning Division	81		
Fire Department	32		
Community Preservation	3		
Rental Housing	0		
Other	0		
	Total		
Number of Visitors to the Permit Center			
Building Division	4140		
Planning Division	1884		
Building & Planning Divisions	231		
Development Engineering	96		
Encroachment	117		
Fire Department	826		
General Inquiries	653		
Total Number of Visitors	7947		
% of customers who completed a survey card	2.48%		

FY11	Based on 188 Survey Cards		
	Excellent or Good		Fair or Poor
Overall, how is our service?	94%		6%
Courtesy of Receptionist	99%		1%
Courtesy of Professional Staff	95%		5%
Knowledge of Professional Staff	94%		6%
			NO
Were you initially assisted within 15 minutes?	93%		7%
Did you get adequate information and were all your questions answered?	98%		2%
	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	63%	27%	10%
Total			
Who assisted you?			
Building Division	115		
Planning Division	74		
Fire Department	30		
Community Preservation	0		
Rental Housing	1		
Other	0		
Total			
Number of Visitors to the Permit Center			
Building Division	5720		
Planning Division	2996		
Building & Planning Divisions	578		
Development Engineering	126		
Encroachment	203		
Fire Department	1561		
General Inquiries	1333		
Total Number of Visitors	12517		
% of customers who completed a survey card	1.50%		

FY10	Based on 786 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	97%	3%	
Courtesy of Receptionist	98%	2%	
Courtesy of Professional Staff	97%	3%	
Knowledge of Professional Staff	97%	3%	
	YES	NO	
Were you initially assisted within 15 minutes?	97%	3%	
Did you get adequate information and were all your questions answered?	97%	3%	
	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	77%	19%	4%
	Total		
Who assisted you?			
Building Division	333		
Planning Division	331		
Fire Department	104		
Community Preservation	3		
Rental Housing	5		
Other	0		
	Total		
Number of Visitors to the Permit Center			
Building Division	5842		
Planning Division	3693		
Building & Planning Divisions	888		
Development Engineering	175		
Encroachment	262		
Fire Department	1541		
General Inquiries	1646		
Total Number of Visitors	14047		
% of customers who completed a survey card	5.60%		